Motor Vehicle Services
TALE LITE

JUNE/JULY 1989 VOL. 2, NO. 6 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Safety specialists on the front line of customer service

By JEFFREY HALL

Safety Specialists have come a long way since 1938 when they were called Motor Vehicle Examiners and began performing New Jersey's first vehicle inspections.

Back in those days, there were 270 of them throughout the state, and, because the budget was so tight, they were asked to bring in their own razor blades to scrape inspection stickers from motorists' windshields. They also had to collect 50 cents per car, on the spot, that paid for the inspection. And since motorists were required to have their cars and trucks inspected bi-annually, examiners made those collections twice a year.

Today, motor vehicle inspections are far more sophisticated, and Safety Specialists (now 600 at 34 inspection facilities throughout the state) have a wider range of responsibilities. Besides inspecting automobiles and trucks, they give driving tests, inspect school buses, high-rise vehicles, mopeds and motorcycles and monitor private inspection centers. They also perform road inspections, and, since last year when Motor Vehicles took over the salvage inspection program from the State Police, Safety Specialists make sure that salvaged cars are road-worthy and free of stolen parts. (Our salvage inspection program operates out of Elizabeth, Wayne and Bridgeton.)

Andrew Solimine applies a windshield sticker at Bakers Basin.

Most Safety Specialists will tell you that the advantages of working with the public, not being strapped to a desk job far outweigh the disadvantages of working in the bitter wind and cold in winter and sweltering heat in summer. They also have some interesting stories to tell.

Brenda Kozlowski, Safety Specialist 2, has been working at her job for four years. "I'll never forget the time I was

(Continued on Page 4)

How Can We Help? Camden Agency has the answer

Lining up at the "Walk America" finish line are (from left) Scott Marshall, Maria Devaney, Cathy Olivo, Agent James Olivo and Kenny Wentzell of the Camden Motor Vehicle Agency.

The "How Can We Help" theme was put to good use recently when five staff members of the Camden Motor Vehicle Agency participated in the March of Dimes' "Walk America."

Agent James Olivo, along with Scott Marshall, Maria Devaney, Cathy Olivo and Kenny Wentzell, completed the 15-mile walk and raised $535 for the charity.

They said they got plenty of attention from the other walkers, who noticed their T-shirts and caps, provided by James Olivo. The shirts were blue with yellow writing.

On the front of the shirts and caps were written "Walk America" and the motor vehicle logo inside a box to resemble a license plate. On the back of the shirts was the "How Can We Help" logo and the state seal.

During the walk several participants asked the staff questions about registrations, insurance, inspection and commented on MVS improvements.

THE TALK AT MVS

Roi Ann Morford, Legislative Liaison, has left MVS to become Director of Governmental Affairs at the Department of Health. She has been with MVS since July 7, 1986.

✓

Ed Besko, Personnel Assistant 1 in the Personnel Management Bureau, has been appointed the 1989 Savings Bond Chairperson for the Division. He will be informing employees of the benefits of savings bonds and assisting in their purchase. Applications for bonds are available in Besko's office on the third floor of 25 South Montgomery Street. He can be reached at (609) 292-6161.

✓

Condolences are extended to the family of **Ying Yee,** former Audit Manager at MVS, who died May 9 at age 44. He joined MVS in May 1983 in the Internal Audit Office, and was Audit Manager from April 1, 1985 to May 1, 1988, when he left to become vice president in charge of internal audit at the Provident Savings Bank in Jersey City.

✓

Safey Specialist 1 **Gil Francis** of the Paramus Inspection Station is recuperating at home from a slight stroke suffered in February. He is reported doing fine and in good spirits.

✓

Welcome back to **James Nazzaro,** Supervisor 2 at Paramus, who has been sidelined with minor surgery.

✓

All of the employees of the Dunellen Motor Vehicle Agency extend congratulations to co-worker **Roxann M. Wallach** on her engagement to **John Schlinger,** a courier for Federal Express. A June 1990 wedding is planned.

✓

Fans of Betty Ann

"I'm a fan of Betty Ann" read the inscription on the shirts worn by employees gathered around Betty Ann Burke (center, under streamer) in the Personnel Administration Bureau. The employees surprised her when she came to work on May 15 with "Betty Ann Burke Appreciation Day." She was honored for her long and faithful service to co-workers, managers and Motor Vehicle Services.

Employees at the Paramus facility extend their condolences to **Joe and Bonnie Catena** on the death of Bonnie's father. Joe Catena is Shop Steward at Paramus.

✓

Wedding bells will ring for Supervisor 3 **John Vittozzi** of the Lodi Inspection Station. He will be married to **Mary Ciborski,** a dental hygienist in Hackensack, on August 13.

✓

Congratulations to **Joseph Fiorentiono,** Safety Specialist 1 at Paramus, on the birth of his third girl, **Lauren.** The baby and mother, **Charlene,** are doing well.

✓

It was grandchild number three for Clinic Nurse **Jessie Timm, R.N.,** when **Jonathan Francis Schrader** was born May 10 to her daughter, **Karen Schrader,** a former nurse at MVS.

✓

Support Services Representative 1 **Kim Radice** of the Office of Special Assistance and Customer Complaints was married April 15, in St. Mark's Church, Hamilton Square, to **William Kruty,** owner of a towing business. The couple honeymooned in the Poconos.

✓

Staffs from the Vineland and Atlantic City Driver Testing Centers surprised Examination Technician **Dick Jones** with a retirement party May 27 at the American Legion building in Millville. About 30 people attended.

✓

A belated happy birthday to **Karen Agabiti,** Support Services Representative 2 of the Surcharge Section. Her big day was April 28.

✓

After eight years with MVS, Support Services Representative **Bonnie Cramer** has left to live in Micco, Fla., where her husband, **Chuck,** has begun a new job. She was secretary to Strategic Planning Manager **Paul Finocchio.**

Bob King says farewell

To: All Motor Vehicle Services Employees

After 16 years with Motor Vehicle Services I left the Division on June 19 to accept a position with the Office of the Attorney General.

As your Chief Personnel Officer for over nine years, I have had an opportunity to talk to and meet many of you. We have been through several reorganizations under seven different Directors or Acting Directors during that time, each one making the Division better. More has been accomplished for the Division and for its employees under the leadership of Director Glenn Paulsen and former Attorney General Cary Edwards than ever before.

I will always have fond memories of Motor Vehicle Services and its hard-working, dedicated employees. Thank you for your support and I wish each of you continued success in the future.

A. Robert King, Jr.
Manager of Employee Relations

MVS headquarters moves step closer to reality

Motor Vehicle Services' proposed new headquarters building moved an important step closer to reality last month when the Legislature's Joint Budget Oversight Committee authorized the Treasury Department to spend $9 million to purchase four acres at Montgomery and East State Street for the $110 million complex.

At the same time, the Trenton City Council passed a resolution recognizing the state Economic Development Authority's right to condemn buildings around City Hall where the headquarters will be built. However, the EDA is negotiating with property owners and condemnation may not be necessary.

When the expenditure was approved, the Legislative committee was roundly applauded by about 50 MVS employees who had attended the hearing on their own time.

Employees who work in the existing downtown buildings have had longstanding legitimate complaints about overcrowded and antiquated working conditions, poor ventilation and inadequate lighting.

The seven-story headquarters building is scheduled to be occupied by 1992 by about 1,200 MVS employees. In addition, the complex will include a six-story building to house New Jersey Network. There also will be a five-level, 1,500-space parking garage, a post office and a retail store.

MVS

NEWS BRIEFS

MOTOR VEHICLE SERVICES has expanded its mandatory requirements for dealer licensing to include individuals, companies, and corporations who lease vehicles to the public for periods of 60 or more days.

The cost of the leasing license is the same as for any new or used car dealer—$100 a year, plus $100 for five dealer registrations and license plates, if required.

Applications for the new leasing license are available now by calling (609)-292-4517 and should be returned to MVS by July 1.

* * *

MOTORISTS ARE REMINDED that bicycles have the same legal rights to the road as motor vehicles. By the same token, bicyclists must also obey all the traffic laws that govern motorists.

Director Glenn R. Paulsen urged bicyclists to stop at all stop signs and red lights, used approved hand signals at least 100 feet before stopping or turning, ride in the same direction as traffic on the far right side of the road and never ride between lanes of traffic or hang onto other vehicles.

At night, a bicyclist must use a headlight visible from at least 500 feet ahead and a taillight visible from at least 500 feet behind. For added safety, bicyclists should also use a rearview mirror and wear a helmet.

There were 19 cyclists killed in motor vehicle related accidents last year, 32 the year before, and 35 in 1986.

* * *

TO HELP WITH THE STATE'S current budget crunch, Motor Vehicle Services will close its inspection stations three hours earlier each Saturday beginning July 8.

The 28 state-run inspection stations that are normally open on Saturdays will close at 1 p.m. rather than at 4 p.m. beginning that day. However, Director Glenn R. Paulsen noted that any vehicles in line by 1 p.m. would be inspected. "We won't turn motorists away who arrive at the station by the 1 p.m. closing time," the Director said. The stations will continue to open at 7:30 a.m. on Saturdays.

Paulsen said he was reluctant to cut hours, but noted that the move to reduce the Saturday schedule from eight and a-half to five and a-half hours would save the state approximately $800,000 over the course of the fiscal 1990 budget year that began July 1.

"Although we were reluctant, we selected the Saturday afternoon hours because they are the least used and lowest volume hours of the week," Paulsen said. "So the reduction should not seriously inconvenience the public."

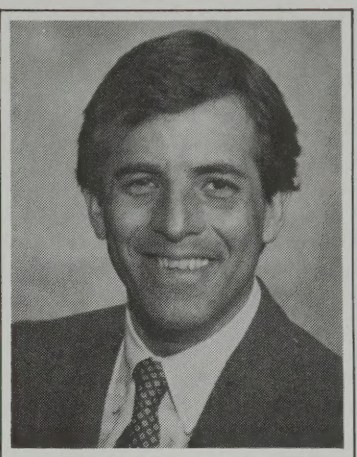
CARD OF THANKS

I want to thank all of you for your kind thoughts, prayers and words of encouragement during my father's recent illness. My family and I were all deeply touched by your kindness and support at the time of his passing.

This was a most difficult period for all of us and it was a great comfort to have so many caring friends.

Thanks again,
Jeanne Greiss

DIRECTOR'S MESSAGE



DIRECTOR PAULSEN

Make It Click—Buckle Up!

From now through Labor Day, the New Jersey State Safety Council is sponsoring a seat belt awareness campaign to cut down on the high number of injuries from motor vehicle accidents during the summer months.

Called "Make It Click—Buckle Up," the campaign's goal is to increase the use of seat belts and child safety seats, with special emphasis on the 101 critical days from Memorial Day weekend through Labor Day weekend, when more people are injured or killed in motor vehicle crashes than any other time of the year.

I don't want any of you to be hurt needlessly. That is why I want to encourage all Motor Vehicle employees to join me in this important campaign and to pledge to buckle up every time you ride in a motor vehicle. You will be receiving more information shortly on other ways you can participate in the campaign.

A report on the effectiveness of the New Jersey Seat Belt Use Act of 1984 shows almost a six percent reduction in fatalities after the law was enacted on March 1, 1985. Seat belt use in New Jersey rose from 18 percent in February 1985 to nearly 41 percent in August 1987. Please be a part of reaching 100 percent use in the future.

Remember, you can improve highway safety and help to make this important campaign a success. All you've got to do is "make it click—buckle up!"

Glenn R. Paulsen
Director

Expanded duties bring new responsibilities to safety specialist job

(Continued from Page 1)

working 'lights and brakes' when a car rolled in smoking real bad. I tested the brakes and pulled it out of the garage area. When I looked back, the car burst into flames. The tires popped and the car was totaled. Nobody was hurt, but I felt badly for the driver because he had just bought the car. We failed him for pollution."

Carl Benedetti, Safety Specialist 2, has been on the job for two years. He used to work a swing shift with the State Police as a computer technician. "I couldn't stand being trapped in an office," he says. "Here, the hours are more stable and the money is better. I also like working with people. Some of them swear at me, but a lot more thank me."

Benedetti says being a Safety Specialist can be hectic, especially when he's helping to inspect between 900 and 1,000 cars on a busy day. And sometimes it can be downright hot. "Last July we had days when it was over 100 degrees in the garage. But I wouldn't trade it for my old job," he says. "I just like the freedom of being out with the public."

Nancy Ezekiel has been a Safety Specialist for five and a half years. "I love the public. You run into a lot of personalities. Most people are really nice, but some people just don't want to be here."

Ezekiel currently gives road tests to new drivers, usually about 30 a day. She says that a lot of the people Safety Specialists test are nervous. "We try to do everything we can to put them at ease. We show them the course and tell them where we're going to take them. We try to help them relax by just being ourselves, by being friendly. Most people do all right, but the ones who fail usually fall down on parallel parking." But some people fall down because of fistfights. "Once a boyfriend and girlfriend came in and a fight broke out between them right on the test course. She slugged him when I told her that she couldn't take her test because her boyfriend's car hadn't been inspected. He only had a temporary sticker."

And then there are offers of bribes involving everything from money and jewelry to candy. According to one Safety Specialist: "It happens all the time. But we just laugh it off. Nothing is worth losing your job over."

Brenda Kozlowski checks her clipboard during a road test.

Nancy Ezekiel reviews the results of a motorist's road test.

Carl Benedetti gives emission test at Bakers Basin.

Remember 1965?

The beginnary salary for motor vehicle examiners will be $4,309 annually, with increments in six steps until the maximum of $5,599 is reached.

Don't spend it all in one place!

Before anyone starts to tighten the belt too much, that's the salary quoted from a 1965 Civil Service pamphlet on the examiner's position. The 24-year-old publication was sent to TALE LITE by Southern Region Manager Roland Williams.

The pamphlet also states that in 1938 there were 28 inspection stations and approximately one million registered vehicles. By 1961 the number of inspection stations had increased to 39 and registered vehicles totaled nearly three million.

Today, MVS has 34 inspection stations and there are 5.4 million registered vehicles.

Meet Bruce Billings, the man behind the budget

Coming up with a family budget that can handle all of the expenses of the spouse and kids can be an impossible task.

Now imagine carrying this chore a step further—say, formulating a working budget big enough to cover all of the costs of operating Motor Vehicle Services.

That's the monumental job performed by Supervising Administrative Analyst Bruce W. Billings in the Budget Support Unit of Administrative Services. He coordinates the development and submission of the Division's budget request to the Office of the Attorney General.

Working with a staff of five under the direction of Administrator Salvatore Marcello, Billings develops the budget from its inception to the final document necessary to establish the funding needed to maintain MVS services for a year. His staff includes Administrative Analysts 1 Richard Carver, Larry Burns, Lou Ranfone and Arnold Grill, and Support Services Representative 2 Jill Myers.

"We have just completed the legislative hearings on the proposed 1990 budget, and already we are beginning work on the 1991 budget," Billings said.

Before MVS budgets were part of his life, he was one of the moving forces behind bringing automation to motor vehicle agencies. "What we thought would be a six-month job turned out to take six years, but we finally got computers in all the agencies," he said.

When installation of computers began at the first agency, Bakers Basin, in 1980, he found himself working in the field full time, seeing to many of the details of the automation process. He stayed with the work through to the computerization of the last agency, Cherry Hill, in February 1986.

"I have always maintained that everyone should have an opportunity to work in the field for at least a week or two, both to meet the public and work alongside the customer service

PROFILE

staff that delivers the Division's services in order to see firsthand what is done in the field," he said.

With automation completed, Billings became part of the Facilities Management and Capital Planning Team. Then in May 1988 he transferred from Quakerbridge Plaza to the third floor of 25 South Montgomery Street to work on the budget.

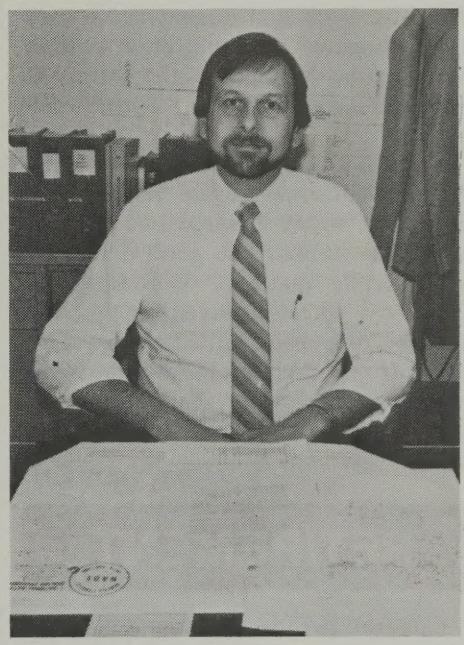
"The major priority we had was to maintain the level of customer service that had been developed during the rebuilding process. The public comes first. Our responsibility is to ensure that our employees have the resources necessary to maintain their excellent level of service," he said.

"We've gone through a lot of good years with the budget," he said, "but since November of last year, when problems began with revenue shortfalls, the budget has been anything but a pleasure. Frankly it is an everyday challenge that is rewarded only when the final budget is signed."

Billings' first experience with budgets was at Glassboro State College where he was purchasing assistant for the Maintenance Department and worked on developing the college's budget. He attended classes at night, graduating in 1980 with a degree in business administration.

He joined MVS in December 1979 as a Procedures Analyst in the Old Bureau of Systems and Planning.

An avid reader, who "prefers books to budgets," Billings also enjoys outdoor activities, sharing his interests in camping and hiking with his wife, Joanne, and daughters, Candice, 9, and Meredith, who will be 11 in August.



Bruce Billings works on the budget at his desk in Administrative Services.

Words at work *Revisiting MVS lingo*

- "The **VIN** wasn't clear in the **chain of title**. I called **Nevius Voorhees** for a lead on what to do."
- "On top of his **dishonored check** problem, he's in **dock status** and **DIP** school. He's not a happy camper."
- "The **audit trail** raised questions about what happened on **Honeywell** since our **conversion date**. From now on, though our **MIS** will handle this kind of thing."

* * *

Remember the article about MVS language, or shop talk, a couple issues back? Here's *more* specialized "Divison-speak," thanks to word-watchers Kathy Higham-Benyon, Driver Improvement Analyst 3 in Driver Education and Improvement; Lora McQueen, Customer Service/Information Specialist, ISM Correspondence Center, and John Weinbrecht, Project Specialist, Human Resource/Organizational Development Office. They answered our call for lingo with the words or phrases in bold print above. MVS people who use these expressions know what they mean, but good luck to anyone who's new here, or an outsider!

Once again, we composed silly sentences to illustrate heavy duty lingo. ("Translations" appear on Page 8). Once again, you're invited to submit lingo examples or lingo lists—with translations, please. Send to TALE LITE, Lingo, 7th floor, 25 South Montgomery Street.

Trading a football jersey for an examiner uniform

Ralph Sheffield played for Browns and Steelers

From defensive back on the 1964 championship Cleveland Browns football team to a Safety Specialist 2 tackling vehicle inspection at Bakers Basin is just about the widest career swing that anyone could have, but Ralph Sheffield has done it.

The retired pro-gridiron star who joined Motor Vehicle Services in 1986 was a member of two hard-nosed professional football teams—the Browns and the Pittsburgh Steelers.

"I got my first taste of football at St. Joseph's Collegiate, a prep school in Buffalo, where I was a running back, defensive back and linebacker. I went on to Colgate University on a football scholarship, but I was there only a year-and-a-half when I was drafted," he recalled.

"The bad news was I was in the Army Airborne's Special Forces Unit in Korea, where I made two combat parachute jumps. The good news was I eventually made it to Mannheim, Germany, where I played on the Airborne Unit's football team. We won the European championship over 10 other tough teams, including those from the Infantry, Tank and Artillery Units," he said.

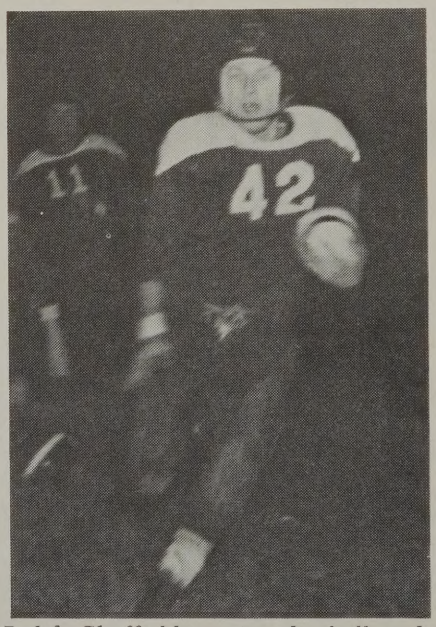
After mustering out in 1956, Sheffield returned to Colgate where he was spotted by Hall of Famer Steve Van Buren, the great running back of the Philadelphia Eagles, who was scouting on campus. Van Buren gave him a chance to play with the Steelers. "I always wanted to play proball. I had nothing to lose, so I went," he recalled.

During one Steelers' game, Ralph said, he made an interception and in the scramble that followed, he tore up his elbow so badly that the coach sent him to the team physician. Sheffield pleaded with the doctor to let him go back in. So the doctor sponged off the injury and allowed him to continue. "In pro-ball you have to realize you've got to play in pain most of the time," Sheffield said.

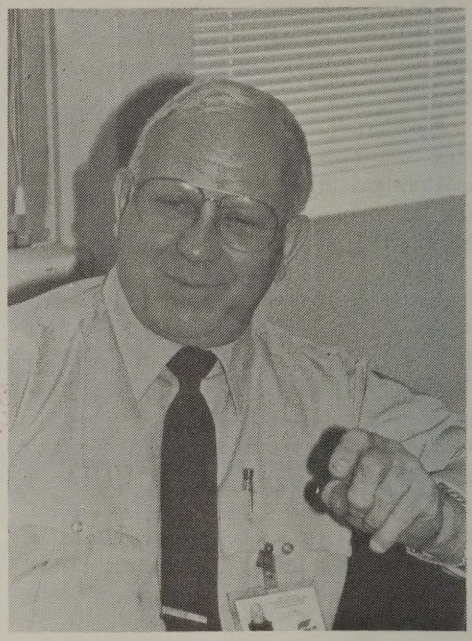
In 1960 he was traded to the Cleveland Browns. "I was fast and I had a feel for the game. So they used me as a defensive back," he said.

He remembers with fondness the 1964 championship when the Browns defeated the Baltimore Colts, 27 to 0. However, he takes no credit for the victory.

"It was all done by Frank Ryan, the quarterback, and wide receiver Gary Collins. We beat the one-and-only Johnny Unitas. The score was zero to zero at half time. Then we put three touchdowns and two Lou Groza field goals on the board. I was lucky enough to be part of great football," Sheffield said.



Ralph Sheffield carries the ball in his playing days.



RALPH SHEFFIELD

'I was fast and I had a feel for the game.

Retiring from pro-ball in 1964, he became assistant head coach for Bordentown Military Institute (B.M.I.) until 1969.

After working for the AAA Trucking Corporation in Trenton and Teamsters Local 134, he joined MVS in January 1986.

To keep his hand in the sport he loves, Sheffield continues to scout for promising young talent on the East Coast.

Some of the players he's spotted over the years who have gone on to become stars have been Mike Rozier, from Woodrow Wilson High School in Camden who went on to the Houston Oilers; Irv Fryar, from Rancocas Valley High School who plays for the New England Patriots; Howie Long, from Villanova who plays for the Raiders; Franco Harris, from Rancocas Valley who was with the Steelers; Dwight Hicks, from Pennsauken, who went to the San Francisco 49ers, and Stan Walters, from B.M.I. to the Philadelphia Eagles.

Is there anything different about football now than when Sheffield played 25 years ago?

"The guys on the whole are bigger and faster, but the game is still decided on fundamentals such as blocking and tackling. I don't care if it's today, 20 years ago or 30 years ago, if you don't know how to block and tackle, you don't win games," he said.

RETIREMENT

Congratulations to the following upon reaching retirement:

Edward S. Motacki, Safety Specialist 1, after 36 years. He joined Motor Vehicle Services February 16, 1953 as an Examiner at the Hackensack Inspection Station, transferring in 1955 to the Jersey City Station where he served until his retirement. He plans to travel, work on his car and do home maintenance.

Eugene Menard, Supervisor 3, after 20 years. He joined MVS March 26, 1969 as an Examiner in Cherry Hill. After six years, he moved to the Mount Holly Station where he worked for five years. In 1979 and 1980 he was Assistant Supervisor at Hackensack and from 1981 to 1985 Assistant Supervisor at Mount Holly. For the past three years he was a Safety Specialist 1 and Supervisor 3 at the Delanco facility. An Army veteran, he is a life member of the Veterans of Foreign Wars and active in the Elks, Moose and the German American Club in Camden.

Governor's letter praises employees for toy drive

To the Employees of Motor Vehicle Services
Dear Friends:

As Governor of the State of New Jersey, I would like to thank you for your participation in the toy and clothing drive for homeless children in Essex County.

Homelessness is not limited to the state or national level; it is an international problem that requires the attention and cooperation of all of us. Providing toys and clothing for underprivileged children shows caring and compassion. Your donations are greatly appreciated, and I hope you will keep up the spirit of giving throughout the coming year.

Best wishes!

Sincerely,
Thomas H. Kean
Governor

* * *

(Editor's Note: The Wayne Regional Service Center's participation in the Christmas toy drive for homeless children has brought recognition to MVS employees in the above letter from Governor Thomas H. Kean.)

Kindness at Kilmer

Sir:

On Tuesday, May 2, my husband had an accident at the Kilmer Inspection Station in Edison and we would like to commend the personnel at this facility. They were kind and caring and one attendant remained with my husband until the first aid squad arrived.

We are truly grateful for their attention and courtesy and fortunately my husband was not seriously injured.

Frances and William Casserly
Highland Park

(Editor's Note: According to the police report, William Casserly's 1984 Mercury Marquis accelerated in the lane, struck another vehicle in line, and crashed into a steel support beam. Casserly was treated at St. Peter's Medical Center.)

LETTERS

Newton draws praise

Sir:

I must admit that I was most skeptical when I began receiving notices that MVS was "rebuilding." The idea of a courteous, efficient system seemed absurd.

Well, I was wrong. I am very impressed with the changes, including the new style registrations. But what prompted this letter was my visit to the Newton Inspection Station. The wait was amazingly short for the first of the month and the personnel were exceptionally courteous and friendly. A once dreaded task was a pleasure.

Thanks for the changes and keep up the good work!

Alice Williamson
Sparta, N.J.

Answers at Wayne

Sir:

For four and a half years, I have been trying to straighten out a situation involving my driving record in the state of New Jersey. Numerous telephone calls and visits have met with wrong information, disinterest and general imcompetence. This situation has been, to say the least, frustrating.

On Wednesday, April 26, after having received a summons I decided to make one final attempt at resolving this issue. I arrived at the Wayne Regional Service Center in sincere doubt as to the outcome of my visit. After waiting a short period of time in a well appointed waiting room, I met Elisa Kroegman. Elisa proceeded to answer any questions I had and, if she did not have the answers, she went and got the correct information for me. Needless to say, I was amazed and quite pleased at the efficiency with which she went about her duties.

I have been involved in customer service work for 15 years. So believe me when I say that Elisa embodies everything which I have been teaching people throughout my career. My hat is off to a fine Customer Hero and to all the rest of your staff at the Wayne Regional Center.

Robert A. Ruth
Blairstown

A super response

Sir:

What excellent service!

Registration mailed on 4/28/89. Registration card receved 5/5/89. That is a super response.

Congratulations. Your message to serve gives a warm feeling.

Elsie Kiss
Lakewood

OBITUARY

William L. Jennsch, Jr.

William L. Jennsch, Jr., 56, District Manager of the Division's Central Region office in Rahway, was killed in an automobile accident on May 27 as he swerved to avoid a collision with another vehicle while enroute to the Monmouth Mall with his wife, Marie. Jennsch died instantly. His wife was hospitalized at the Monmouth Medical Center in Long Branch where she was treated for multiple injuries before being released on June 8.

Jennsch began his career with Motor Vehicles 26 years ago as an inspection examiner. He followed in the footsteps of his father, Bill Jennsch Sr., who was one of the original examiners when the Division began performing New Jersey's first vehicle inspections in 1938. Their combined service at Motor Vehicles spanned 60 years.

Jennsch had been a coordinator and then a district manager since 1963. He served in the Army from 1952 to 1954. He was a member of the National Rifle Association and the Monmouth County Rifle Pistol Club of Wall Township.

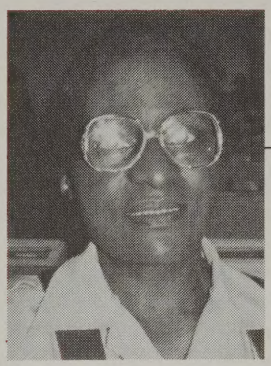
Born in East Orange, Jennsch lived in Wanamassa before he moved to Neptune City 29 years ago.

Besides his wife, he is survived by three daughters, a son, three grandchildren and two sisters. (Bill was a fine employee and a friend to all. He is sorely missed.)

Memorial contributions may be made in his name to: The American Diabetes Association, 312 North Adamsville Road, P.O. Box 6423, Bridgewater, NJ 08807.

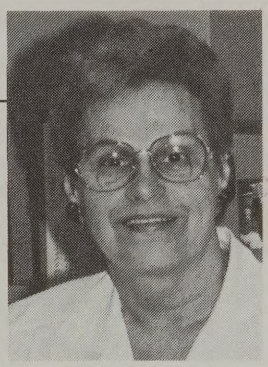
PEOPLE POLL

QUESTION:
Where did you go on the best vacation you ever had?



Janie L. Butler
Examination Technician, Trenton Motor Vehicle Agency

"This past Easter, I traveled to Dakar, West Africa, to see another culture. I took a boat ride to a beautiful resort. The weather was in the 70s."



Nadja Probola
Support Services Representative 2, Data Output Section

"My vacation to Boca Raton, Florida, was the best ever because I visited my older sister whom I hadn't seen for a long time. We shopped, went out to dinner and just had a very restful time."

Karen B. Diaz
Support Services Representative 2, Data Output Section

"It would have to be Arecibo, Puerto Rico. That's where we went on our honeymoon, so of course it was the best vacation I ever had. We went sightseeing in old San Juan and saw the rain forests."

Helen M. Vukovich
Supervisor, Data Output Section

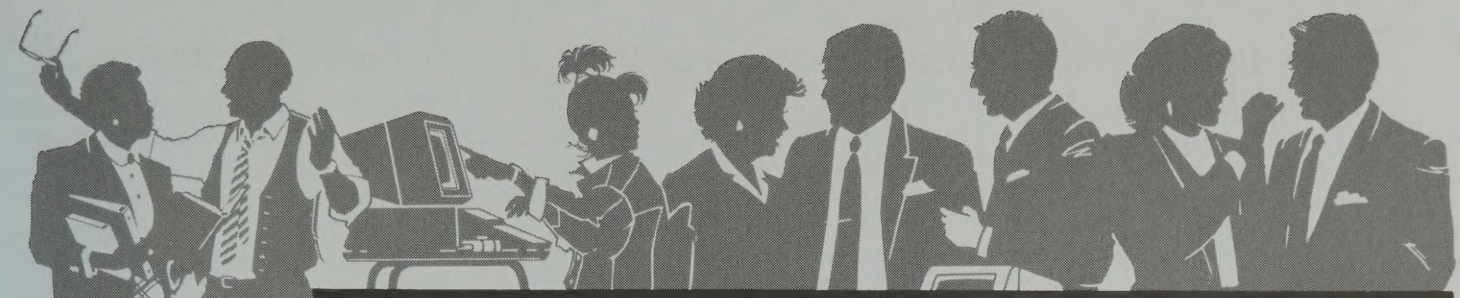
"In Rome, Italy, I saw my nephew ordained as a Deacon in the Catholic Church. There was a lot of sightseeing, especially the Vatican. If you think New York driving is bad, you should see Italy. They have no consideration for pedestrians. But I would definitely go again."

Charlotte Snyder
Record Technician, Surcharge Section

"I spent two weeks in Acapulco, Mexico, where they guaranteed no rain from October to April. I stayed at the Acapulco Princess Hotel that was shaped like a pyramid, with five swimming pools and seven restaurants. Besides shopping and going to the beach, I attended a bullfight."

Lingo answers

1. **VIN**—a car's vehicle identification number, assigned by the auto manufacturer, visible through the front window on the driver's side of the car and used by MVS as a unique identifier.
2. **chain of title**—paperwork showing ownership of a vehicle from its first to last title document in one state.
3. **Nevius Voorhees**—name of department store that formerly occupied what is now one of the Division's three central office buildings, at 135 E. State St.
4. **dishonored check**—one that was returned to the Division after two unsuccessful efforts to collect funds. (We used this one *last* time. Did you recognize it?)
5. **dock status**—payroll terminology applied when an employee has used up all paid sick time for a given calendar year, and as a result, must be charged for work time that is missed. As necessary, pay for any such missed time is deducted, or "docked," from the person's paycheck.
6. **DIP school**—Driver Improvement Program school. When a NJ driver has accumulated 12-14 violation points in two or more years, s/he may be offered the option of attending the Driver Improvement Program rather than being suspended.
7. **audit trail**—a paper and/or electronic tracking of each step of a transaction to ensure accountability of both the customer and the business involved.
8. **Honeywell**—name of the computer system in MV agencies; also the name of a Division section in Information and Systems Management—the Honeywell in-house agency.
9. **conversion date**—the time when a Division computer system, or one of its subsystems, became operative and replaced an earlier system—e.g., when our "comprehensive system" went live.
10. **MIS**—Management Information System. A combination of hardware, software, data, procedures and people designed and coordinated to provide information for high-level management decisions.



The Inside Track

Employees Share Ideas About Helping Customers

(Editor's Note: Usually this page is devoted to employees telling how they have improved customer service. This month, however, the comments are from employees who work behind the scenes to support MVS functions in some way. The following individuals are your co-workers who provide services to you. They are only a few examples of how we are all each other's customers.)

* * *

Do you have an example of how service to MVS customers can be improved? We'd like to hear from you. Please use the printed Employee Survey Card, or a plain sheet of paper, to share your idea with co-workers. Your idea can be one you already use and know is effective, or one you think could be adopted to better serve our customers. Your comments will be printed on this page. Send your ideas to: Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. You may also obtain additional Survey Cards from this office.

Lisa Quinto

"The first of the month is always the busiest time for me. That's when promotional examination announcements open. My phone rings off the hook, and anxious employees line up at my desk with questions regarding their eligibility, dates of employment, the test date and type of exam. I also help employees complete promotional applications.

"I feel that, for me, the most important aspect of the examination announcement process is to make sure that all eligible employees are aware of the announcement and its closing date. This is important because a promotional list can last as long as three years, and I want to make sure MVS employees do not miss out on their chance to file for a possible promotional opportunity."

Lisa Quinto
Personnel Assistant 3
Promotional Unit

"I assist employees in completing all types of payroll forms so that the employees' paychecks reflect the correct information.

"My most hectic days are Fridays because by then employees have received either their regular or supplemental checks.

"I also take as much time as is needed to clearly answer any questions the employees may have regarding the checks, and I work closely with the employees to correct any problems."

Janet Baur

Janet Baur
Supervising Payroll Clerk
Payroll Unit, Personnel

"If I receive an employee's disability form that is incorrectly completed, I contact the employee for the correct information so the Department of Labor will be able to issue the disability check on a timely basis.

"If an employee is having a problem receiving his or her disability check, I contact the Department of Labor to resolve the employee's problem.

"I also assist employees in completing applications for the pension system. If the pension form is not returned by the date requested, I contact the employee so he or she will not have a large back payment."

Jeanne McIlhenney

Jeanne McIlhenney
Support Services Representative 3
Records Unit, Personnel

Outstanding job performance awards presented to three employees

Outstanding job performance certificates were presented to three employees in May by Director Glenn R. Paulsen. They were:

—Rita Jo Scarcella, Project Specialist in the Employee Development Section, for her work in raising $14,968.50 for the New Jersey State Employees Charitable Campaign (NJSECC), an increase of more than 50 percent over the previous year's total of $9,617.50.

—John Bost, Safety Specialist 2 in the Kilmer facility, for saving a motorist from being run over by a vehicle in the lanes on August 6, 1988.

—John E. Charney, also a Safety Specialist 2 at Kilmer, who first saw the potential tragedy and called out a warning.

Ms. Scarcella, the coordinator of the NJSECC campaign for the second consecutive year, was congratulated for her fund-raising effort by Director Paulsen, who noted that the MVS contribution ranked first among the other divisions within the Department of Law and Public Safety.

"Rita Jo deserves this recognition for her ability to rally employee support behind this worthwhile charity and to promote a caring, generous attitude to help those less fortunate," Paulsen said.

In the Kilmer incident, Bost was working the sticker position on lane 2 when a motorist crawled under a vehicle to check a stuck parking brake. When the individual released the brake, the vehicle started to move forward. Charney saw the motorist was in danger and yelled a warning. Bost ran to the vehicle and stopped it before it could injure the customer or possibly cause an accident with oncoming traffic.

"I commend these two men for their alertness in responding quickly to prevent a possible tragedy. Their actions demonstrate a caring, compassionate attitude and their willingness to help sets a fine example for others to follow," Paulsen said.

The Internal Employee Awards Committee, which voted on the certificates for the three recipients, will recess for the summer and meet again on September 13 to consider new nominations.

Nominations, however, are welcome prior to the September meeting. Anyone can submit the name of a coworker for an internal award to Ann Marie Conroy, committee chairperson, on the sixth floor of 137 East State Street. Awards are usually considered in the categories of exemplary job performance, an act of kindness, an act of heroism, and professional accomplishment that benefits the Division.

Rita Jo Scarcella (center) receives a certificate of appreciation for her fund-raising efforts from Director Glenn R. Paulsen, as Chief of Staff Christine R. Cox looks on.

Receiving certificates of appreciation for outstanding job performance are John F. Charney (third from left) and John Bost for saving a motorist from possible injury at the Kilmer Inspection Station. Presenting the certificates were Director Glenn R. Paulsen, Administrator Donald H. Giberson (left) and Ann Marie Conroy, chairperson of the Internal Employee Awards Committee.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Peter N. Perretti, Jr.
Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

TALE LITE is published monthly by the Internal Communications Unit, Office of Public Affairs, Chief of Staff Program, as a forum for the exchange of information, ideas, comments and concerns.

TALE LITE offices are on the 7th floor of 25 South Montgomery Street, Trenton, N.J. 08666. Telephone: (609) 292-8231. Employee contributions are always welcome by mail, phone or in person.

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